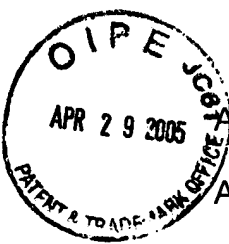


B/ TFL



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop AMENDMENT  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, and supplemental to the Supplemental Information Disclosure Statements which were previously filed April 19, 2005, March 7, 2005, December 28, 2004, October 4, 2004, September 23, 2004, June 16, 2004, March 15, 2004, January 2, 2003, and October 31, 2001, Applicants hereby call to the Examiner's attention the following documents that were listed on form PTO-892 in an Office Action mailed on April 26, 2005 in U.S. Patent Application No. 09/578,904:

U.S. Patent No. 6,483,523;

U.S. Patent No. 5,974,253;

U.S. Patent No. 5,999,908;

U.S. Patent No. 5,790,117;

U.S. Patent Application Publication 2003/0158655; and

Henry Lieberman et al., "Let's Browse: A Collaborative Web Browsing Agent", 5-8 January 1999, Proceedings of IUI 99, CPP Conference Paper, 5 pages, including a Dialog DataStar Abstract thereof attached thereto that was provided by the USPTO in the aforementioned Office Action.

Further to 37 C.F.R. §1.98 (a)(2)(ii), copies of the U.S. patents and U.S. patent application publication are not enclosed herewith. However, if any copies are needed, the Examiner is respectfully requested to contact the undersigned.

With respect to the above-cited Henry Lieberman et al., "Let's Browse: A Collaborative Web Browsing Agent", 5-8 January 1999, Proceedings of IUI 99, CPP Conference Paper, 5 pages, Applicants note that they received the document from the USPTO in connection with the aforementioned Office Action, and further note that the annotations contained therein were present when Applicants received the document from the USPTO.

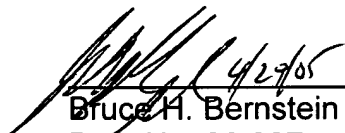
Applicants respectfully request that the Examiner consider the above material and cite the same. The documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Applicants note that since this Supplemental Information Disclosure Statement is being submitted before the mailing of a first Office Action after the filing of a request for continued examination under 37 C.F.R. § 1.114, no fee is believed necessary to ensure consideration of the submitted material. However,

if an Office Action has issued and is crossing in the mail with this statement, the Commissioner is hereby authorized to charge Deposit Account No. 19-0089 any fee necessary to ensure consideration of the submitted material.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Robert BUSHEY et al.

  
Bruce H. Bernstein  
Reg. No. 29,027

John V. Mazzola  
Reg. #50,396

April 28, 2005  
GREENBLUM & BERNSTEIN, P.L.C.  
1950 Roland Clarke Place  
Reston, VA 20191  
(703) 716-1191

FORM PTO-1449

APR 29 2005

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P20419Application No.  
09/917,746INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT

(Use several sheets if necessary)

Applicant  
Robert BUSHEY et al.Filing Date  
July 31, 2001Group  
2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLA SS	SUBCLASS	FILING DATE IF APPROPRIATE
		6	4	8	3	5	2	3	11/19/02	FENG			
		5	9	7	4	2	5	3	10/26/99	NAHABOO et al.			
		5	9	9	9	9	0	8	12/07/99	ABELOW			
		5	7	9	0	1	1	7	08/04/98	HALVIATTI et al.			
	2003	0	1	5	8	6	5	5	08/21/03	OBRADOVICH et al.			

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

		1	Henry Lieberman et al., "Let's Browse: A Collaborative Web Browsing Agent", 5-8 January 1999. Proceedings of IUI 99, CPP Conference Paper, 5 pages, including a Dialog DataStar Abstract thereof.

EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.